

Incident Report

As of 11/2/2010

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
AGRC	7	1	8
	1	0	1
Customer Company Total	7	1	8
	1	0	1

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
AGRC	7 0	1 0	8 0
Customer Company Total	7 0	1 0	8 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
AGRC	7 0.46	1 0.00	8 0.40
Customer Company Total	7 0.46	1 0.00	8 0.40

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
AGRC	7 0	1 0	8 0
Customer Company Total	7 0	1 0	8 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
AGRC	7 1.49	1 0.04	8 1.31
Customer Company Total	7 1.49	1 0.04	8 1.31

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Detail

INC000000200025	Hussein Yazdani	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.90
	Capitol Desktop Support	Eva Cornish	AGRC	Low	Closed	TTR Missed: No	TTR:	0.91
INC000000201798	Matt Peters	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Hosting	Conn Peterson	AGRC	Medium	Closed	TTR Missed: No	TTR:	0.04
INC000000203029	Matt Peters	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.56
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No	TTR:	2.47
INC000000205359	Bert Granberg	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.31
	Voice/Data/WAN Services	Art Scott	AGRC	Low	Resolved	TTR Missed: No	TTR:	0.64
INC000000206346	Matt Peters	Server	Hardware	None		TIR Missed: No	TIR:	0.38
	Capitol Hosting	Conn Peterson	AGRC	Low	Resolved	TTR Missed: No	TTR:	2.79
INC000000206484	Spencer Jenkins	Network	Error	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	AGRC	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000208319	Matt Peters	Telecom	Hardware	None		TIR Missed: No	TIR:	0.19
	Voice/Data/WAN Services	Mark Thomas	AGRC	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000211812	Michael Foulger	Application	Password	PGP		TIR Missed: No	TIR:	0.89
	Capitol Desktop Support	Scott Wunderlich	AGRC	Low	Resolved	TTR Missed: No	TTR:	3.46